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QUALITATIVE ASSESSMENT OF THE STATE OF THE PUBLIC SERVICE SECTOR IN THE ADMINISTRATIVE TERRITORIES OF KARAKALPAKSTAN

Abstract. In the article, a special social survey was conducted to study the existing opinions of the local population in the administrative units of the Republic of Karakalpakstan regarding the state of the public service sector in their places of residence.

Keywords: state of public service sectors, social survey, respondent, trade enterprises, medical service institutions, preschool educational organizations, general education institutions, public catering enterprises, passenger transport, mobile communication, internet network

Introduction. From the first years of our country's independence, serious attention has been paid to improving the living standards of the population, radically reforming the sectors providing services to them, and forming and developing a new form of government based on the requirements of a market economy. In this regard, the government of the republic has developed and implemented special programs, instructions, resolutions and decrees on the development of social sectors, which are yielding positive results. In particular, since 1997, it has become a tradition for the President of the Republic of Uzbekistan to give each year a special symbolic name and, on this basis, to develop priority areas specific to and corresponding to the name of this year.

Most of the names of the years are related to social sectors: mothers and children, doctors, mentors, the elderly, sponsors, a harmonious generation, as well as small business and private entrepreneurship, which by their nature correspond to a more social type of activity.

Materials and methods. A special social survey was conducted to study the opinions of the local population on the state of public service networks in their places of residence. This survey was conducted in the city of Nukus and all rural districts, ensuring that the total number of respondents and their family members was at least 0.5 percent of the permanent population of the relevant district (Nukus city). The survey asked questions about how the respondents themselves assess the quality of trade enterprises (shops, markets), medical institutions, preschool educational institutions, general educational institutions, public catering establishments, passenger transport (buses, taxis), mobile communication services and the Internet network in their places of permanent residence. The assessment was carried out conditionally on a 5-point system, based on the personal opinions and impressions of the respondents, with numerical ratings such as 1 (completely unsatisfactory), 2 (unsatisfactory), 3 (satisfactory), 4 (good), 5 (exemplary). The ratings received by districts and the city of Nukus were summarized according to the questions asked, and the average values of the ratings given by the respondents were calculated. The average ratings determined for the 8 assessment areas included in the questionnaire were also summarized and their arithmetic average was calculated. Assuming that these numbers determine the integral state of satisfaction of the population with the activities of service networks in the regions, the rating positions of 17 administrative units were determined according to the corresponding numerical indicators. The corresponding average indicators and the rating positions of the regions determined on their basis are presented in Table 1.

Table 1
Results of a survey conducted to study the state of service provision to the population in the administrative-territorial units of the Republic of Karakalpakstan

№	Region	Average scores of answers to questions (scores on a 5-point scale)									Average rating score	Place
		How would you rate the performance of retail outlets (shops, markets) in your area?	How do you rate the activity of medical service institutions in your area?	How do you evaluate the provision of preschool education organizations in your area and their activities?	How would you rate the availability of secondary education institutions (student places) and their activities in the area where you live?	How would you rate the quality of mobile communication in your area?	How would you rate the quality of the Internet network in your area?	How do you rate the activity of passenger transport (buses, marshrutkas) in your area?	How do you rate the activity of catering establishments in your area?			
1	Kungrad	4,2	3,9	4,0	3,9	3,9	3,7	4,1	3,5	3,90	1	
2	Khodjeyli	3,9	3,7	4,1	4,0	3,7	3,2	3,9	3,8	3,79	2	
3	Takhiatash	3,7	3,0	4,0	3,9	3,9	3,8	4,3	3,6	3,78	3	
4	Bozatau	3,8	3,3	3,9	4,1	3,8	3,7	3,4	3,3	3,66	4	
5	Nukus	3,9	3,7	3,9	3,7	3,7	3,6	3,4	3,4	3,66	4	
6	Muynak	3,7	3,5	3,9	3,9	3,8	3,5	3,5	3,4	3,65	5	
7	Turtkul	3,8	3,4	3,9	3,8	3,6	3,5	3,7	3,3	3,63	6	
8	Nukus city	3,8	3,3	3,6	3,7	3,7	3,5	3,1	3,3	3,50	7	
9	Ellikkala	3,7	3,7	3,7	3,7	3,3	2,9	3,2	3,3	3,44	8	
10	Takhtakupir	3,2	3,4	3,5	3,9	3,7	3,5	3,2	3,0	3,43	9	
11	Karauzek	3,5	3,5	3,7	3,9	3,2	3,1	3,3	3,1	3,41	10	
12	Beruni	3,6	3,2	3,4	3,7	3,3	3,0	3,4	3,4	3,38	11	
13	Shumanay	3,0	2,8	3,4	3,8	3,7	3,5	3,0	2,7	3,24	12	
14	Kegeyli	3,5	3,1	3,5	3,6	3,1	3,1	3,2	2,7	3,23	13	
15	Kanlikul	3,1	3,4	3,4	3,7	2,7	2,8	3,2	2,9	3,15	14	
16	Amudarya	3,6	3,0	3,3	3,4	2,9	2,9	2,8	3,2	3,14	15	
17	Chimbay	2,9	3,1	3,2	3,2	3,2	3,0	3,1	2,8	3,06	16	
Total average		3,6	3,4	3,7	3,8	3,5	3,3	3,4	3,2	3,47	-	

The table was compiled based on the results of a survey conducted by the author

Results. When it comes to a brief assessment of the survey results, the top 5 results were recorded in Kungrad (average score of 3.90 out of 5.00 points; 1st place), Khodjeyli (3.79 points; 2nd place), Takhiatash (3.78 points; 3rd place), Bozatau and Nukus (3.99 points; 4th place) and Muynak (3.65 points; 5th place) districts. The lowest 5 places, in turn, are occupied by Shumanay (3.24 points; 12th place), Kegeyli (13th place), Kanlikul (14th place), Amudarya (15th place) and Chimbay (16th place) districts. The positions of the remaining districts determined by the average score can be considered average.

If we pay attention to the assessment indicators, their average values obtained by criteria and regions vary from 2.7 to 4.2 points. In general, the arithmetic average value calculated for all criteria and regions was 3.47 points. Thus, respondents across the republic assessed the state of public service provision in their regions as satisfactory and good. Particularly low assessment indicators relate to the activities of public catering establishments, medical institutions and the quality of the Internet, while relatively high assessment indicators were given to the activities of preschool and school educational organizations. From a territorial perspective, it is noticeable that residents of the areas adjacent to the city of Nukus (Nukus, Khodjeyli, Takhiatash districts), Kungrad, and Muynak and Bozatau districts, the improvement of which has been receiving special attention in recent years, gave a positive assessment of the activities of public service networks in their areas of residence.

At the end of the assessment work, attention was paid to a comparative analysis of the assessment carried out in two directions. In particular, the average value of the places of administrative-territorial units determined in both assessment systems was calculated. The best indicators belong to Kungrad (1.5 place indicator; 1st place in the rating), Nukus (3.0; 2nd place), Khodjeyli (3.5; 3rd place) districts, Nukus city (4.0; 4th place) and Muynak district (5.0; 5th place).

The bottom 5 positions are occupied by Turtkul (10.0% 11th place), Kegeyli (11.0; 12th place), Beruni and Ellikkala (11.5; 13th place), Chimbay (13.0; 14th place), Amudarya (15.5; 15th place) districts (Table 1).

Conclusions. Looking at the territorial clusters of public service sectors, it can be seen that the situation in the Kungrad, Khodjeyli and Nukus clusters is relatively better, while the situation in the Chimbay and Turtkul-Beruni clusters is slightly negative.

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